

U.S. Mission - American Embassy Madrid, Spain

VACANCY ANNOUNCEMENT

No. 27-16	FEDERAL BENEFITS CLAIMS REPRESENTATIVE	November 29, 2016
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OPEN TO: OPENING DATE: CLOSING DATE: WORK HOURS : SALARY:	All Interested Candidates (as defined below) November 29, 2016 December 13, 2016 Full-time (40 hours per week) Ordinarily Resident (OR): FSN-7: 34,152€ p.a. Not-Ordinarily Resident (NOR): FP-7*: \$41,206 p.a. *Final grade/step for NORs will be determined by Washington
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Please note that this position is contingent on the availability of funds

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Madrid is seeking eligible and qualified applicants for the position of **FEDERAL BENEFITS CLAIMS REPRESENTATIVE** in the **Federal Benefits Unit**.

BASIC FUNCTION OF POSITION

This is the first training level for the Federal Claims Representative position, FSN-9 (vacancy announcement 29-16). In order to become eligible to the next grade level FSN-8, the incumbent must:

- Attend the initial Claims Representative Training Program at the Social Security Administration in Baltimore. The length of this training is 3 months and the selected candidate must commit to remain in this position for at least one year after completion of training;
- Understand and apply Social Security laws and regulations, and provide correct information to claimants;
- Develop and resolve post entitlement issues such as changes of address, termination, suspension or continuation of payments. Consults the Supervisor or co-workers for advice when needed.
- Develop and analyze and process the most federal benefits claims which include the Social Security, Veterans Railroad and Department of Labor (DOL) Black Lung administrations. Consults the Supervisor or co-workers for advise when needed;
- Work with officials of the various federal benefits paying agencies, the Federal Reserve Bank of New York, the U.S. Department of Treasury, the host country's institutions, and local banks to process electronic funds transfer (EFT) payments; and
- Must be able to successfully code and input SS-5 FS applications for the issuance of Social Security number cards. Periodic reviews conducted by the supervisor that he/she satisfactorily performing the duties mentioned above, and that he/she is showing a definite learning capacity.

VERY IMPORTANT NOTE: The selected candidate must attend and successfully complete a three-month training program in Baltimore, USA and commit, in writing, to remain in the position for at least one year after completion of training.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Education: Successful completion of at least two years of university studies.
2. Experience: A minimum of three years of responsible experience in administrative work involving the application of complex regulatory material.
3. Language Proficiency: Level 4 (fluent) of English and Spanish speaking/reading/writing. This will be tested.
4. Skills and abilities: Ability to develop and maintain a wide variety of outside contacts, especially incident to field investigation work, such as with Embassy staff, local registrars and other government officials. Ability to use tact and sound judgment in dealing with the public. Ability to work independently. Sound writing interviewing capabilities. Level 1 keyboarding skill. Excellent knowledge of the Windows environment and Microsoft Office is essential.
5. Job Knowledge: Knowledge of host country laws relating to marriage, divorce, estate and inheritance, adoption, legitimization, social insurance, and banking provisions. Knowledge of federal benefits investigative processes and procedures.

FOR FURTHER INFORMATION: The complete position description listing all the duties and responsibilities may be obtained on our website (<http://madrid.usembassy.gov/about-us/embassy-info/job-opportunities.html>)

HIRING PREFERENCE SELECTION PROCESS: When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

1. AEFM / USEFM who is a preference-eligible U.S. Veteran*
2. AEFM / USEFM
3. FS on LWOP**

* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veteran's preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR Office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with a MBC rating below 100 points on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Services Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold the following: local security certification

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website (<http://madrid.usembassy.gov/about-us/embassy-info/job-opportunities.html>).
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)
3. **US Citizens and, where applicable, others residing in Spain must submit, with each application, a photocopy of their work/residency permit.**

WHERE TO APPLY:

E-mail Address: Madrid_HR_Applications@state.gov

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered.
Thank you for your understanding.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices and/or courts for relief.

DEFINITIONS

1. **Eligible Family Member (EFM):** An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined by 3 FAM 1610); **or**
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
 - Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support, **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
 - Is under chief of mission authority
2. **U.S. Citizen Eligible Family Member (USEFM)**: A USEFM for employment purposes is an individual who meets **all** of the following criteria:
- U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
 - Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
 - Listed in the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
 - Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232; **or**
 - Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service
3. **Appointment Eligible Family Member (AEFM)**: An AEFM for employment purposes is an individual who meets **all** of the following criteria:
- U.S. citizen; **and**
 - Spouse same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
 - Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an Office of the American Institute in Taiwan (AIT); **and**
 - Is under chief of mission authority; **and**
 - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an Office of the American Institute in Taiwan; **and**

- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.
4. **Member of Household (MOH)**: An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct-hire employee under chief of mission authority, either Foreign Service, Civil Service or uniformed service member who is permanently assigned to or stationed at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is and individual who meets the following criteria:
- Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; **and**
 - Officially declared by the sponsoring U.S. Government employee to the chief of mission (COM) as part of his/her household and approved by the COM; and
 - Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen
5. **Not-Ordinarily Resident (NOR)**: An individual who meets the following criteria:
- An EFM, USEFM OR AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
 - Has diplomatic privileges and immunities; and
 - Is eligible for compensation under the under the FS or GS salary schedule; and
 - Has a U.S. Social Security Number (SSN); and
 - Is not a citizen of the host country; and
 - Does not ordinarily reside in the host country; and
 - Is not subject to host country employment and tax laws.
6. **Ordinarily Resident (OR)**: An individual who meets the following criteria:
- A citizen of the host country; or
 - A non-citizen of the host country (including a U.S. citizen or a third country national) who is locally resident and has a legal and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
 - Is subject to host country employment and tax laws

CLOSING DATE FOR THIS POSITION: December 13, 2016